

Program A: State Board of Cosmetology

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003.

DEPARTMENT ID: 05 - Department of Economic Development
 AGENCY ID: 01-259 Louisiana State Board of Cosmetology
 PROGRAM ID: Program A: Louisiana State Board of Cosmetology

1. (KEY) Through the Testing and Licensing activity, to decrease the turnaround time for licenses issued to three (3) weeks.

Strategic Link: This operational objective is related to strategic objective 1.1: *To maintain turnaround time for licenses issued at three weeks.*

Louisiana: Vision 2020 Link: This operational objective is related objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Renewal time frame (in weeks)	4	4	3.5	3.5	3	3
S	Total number of facility licenses issued ¹	7,049	8,194	8,670	8,670	8,374	8,374
S	Total number of operator licenses issued ²	38,745	28,380	43,340	43,340	30,861	30,861
S	Cost per license issued ³	\$13.79	\$20.27	\$9.92	\$9.92	\$12.63	\$12.63

¹ Facility licenses are due annually by January 31. A 30-day grace period following January 31 is allowed for renewals. The total number of facilities includes salons, booth-renters and schools.

² Individual operator licenses are due annually on birth date of the recipient. A 30-day grace period following the birth date is allowed for renewals.

³ Cost per licensed is calculated by taking the budgeted amount for Testing and Licensing Activity divided by total number of licenses issued.

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GENERAL PERFORMANCE INFORMATION: TESTING AND LICENSING					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Percentage of students passing exams and receiving initial license	Not available	54%	64%	84%	8100%
Percentage increase in the number of students passing	Not available	Not available	10%	20%	-1%
Cost per exam	\$18.92	\$17.86	\$22.20	\$21.52	\$25.62
Number of students registered annually	Not available	2,664	2,450	2,597	2,725
Number of exams administered annually	3,437	3,492	2,669	3,323	2,855
Renewal time frame (in weeks)	4	4	8	4	4
Total number of licenses issued	4,835	35,947	34,720	36,340	28,380
Number of licenses to one staff person	7,639	5,991	5,063	5,191	4,730
Cost per license issued	\$4.29	\$13.79	\$20.21	\$17.05	\$20.27

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2. (SUPPORTING) Through the Testing and Licensing activity, to reduce the average pass/fail ratio to 80% through consistent and standardized testing and grading procedures.

Strategic Link: This operational objective relates to strategic objective 3.1: *To provide schools with average pass/fail ratios for each discipline through consistent testing procedures.*

Louisiana: Vision 2020 Link: This operational objective is related objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of examinations administered	2,880	2,855	3,000	3,000	2,990	2,990
S	Cost per exam ¹	\$23.00	\$25.62	\$22.92	\$22.92	\$23.81	\$23.81
S	Percentage of students passing exams and receiving initial licenses	85%	81%	85%	85%	85%	85%

¹ Cost per exam is calculated by taking the number of exam dates x number of exam team members (per diem + expenses)/ number of tests administered.

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3. (KEY) To maintain an average of 10 facility inspections per day by each inspector.

Strategic Link: This operational plan relates to the strategic objective 2.2: *To maintain an average of 10 facility inspections daily per inspector.*

Louisiana: Vision 2020 Link: This operational objective is related objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Average number of daily inspections	Not applicable ¹	Not applicable ¹	Not applicable ¹	10 ¹	10	10
S	Cost per inspection	\$25.50	\$23.12	\$29.96	\$29.96	\$27.35	\$27.35
S	Number of unlicensed facilities	Not applicable ¹	360	Not applicable ¹	270 ¹	203	203
K	Number of violations issued	950	913	950	950	807	807

¹ This is a new performance indicator for FY 2001-2002. It did not appear under Act 11 of 2000 or Act 12 of 2001 and does not have performance standard for FY 2000-2001 or FY 2001-2002. The existing performance standard is an estimate not a standard.

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GENERAL PERFORMANCE INFORMATION: INVESTIGATION AND ENFORCEMENT ACTIVITY					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Percentage decrease in the number of violations issued	Not available ¹	Not available ¹	15%	20%	0%
Total number of annual facility inspections	Not available ¹	15,089	15,010	15,524	20,223
Number of facilities licensed	Not available ¹	7,850	7,049	8,670	8,194
Cost per inspection	Not available ¹	\$31.79	\$30.02	\$26.40	\$23.12
Average cost per facility licensed	Not available ¹	\$45.58	\$39.29	\$69.85	\$43.39
Number of violations issued	Not available ¹	547	1,303	1,054	913
Percentage decrease in the number of complaints received	Not available ¹	Not available ¹	10%	4%	2%
Number of complaints received	Not available ¹	65	135	72	70
Percentage of complaints resulting in disciplinary action	Not available ¹	Not available ¹	45%	0%	0%

¹ These were new performance indicators which were not being tracked in this period.